

Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

PURPOSE: We are gathering information on the number of calls to PSAPs by non-initialized phones. As you may know, the Federal Communications Commission ("FCC") requires the delivery of all wireless (cellular phone) 911 calls to public safety answering points ("PSAPs"), including calls from non-initialized phones. The FCC has stated that PSAPs may work with carriers and law enforcement to block harassing calls from non-initialized phones, but the FCC has not provided any explanation of what qualifies as a "harassing" call or what "blocks" PSAPs may use. The Tennessee Emergency Communications Board has submitted a petition to the FCC for clarification.

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Non-initialized phone: A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 3/16/08 PSAP: Glastonbury Name: Slusarczyk
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1303

Number of suspected calls received from suspected single caller: 1 ALT# 911-620-4851

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? < 1 minute

How much time (approximate) did emergency service providers spend on the call(s)? _____

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

Fax or email all information to:

Jeffrey Vannais- PSAP Representative, Enhanced 9-1-1 Commission

Fax: 860-610-6294

Email: jvannais@ct.east-hartford.ct.us

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Date: 3/16/08 PSAP: Glastonbury Name: Judith A. ZAIKO
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1541

Number of suspected calls received from suspected single caller: 1 ALT# 911-269-3640

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 2 seconds

How much time (approximate) did emergency service providers spend on the call(s)? NONE

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

911 hang up only came in once

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 3/18 PSAP: Glastonbury Name: Gondek
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 0651 + 0700

Number of suspected calls received from suspected single caller: _____ ALT# 911-063-6990

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes _____ No _____	Bogus calls for help?	Yes _____ No _____
Prank call?	Yes _____ No _____	Hang up(s)?	Yes <input checked="" type="checkbox"/> No _____
Accidental dial?	Yes _____ No _____		
Other?	Yes _____ No _____	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 2 seconds

How much time (approximate) did emergency service providers spend on the call(s)? None

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Date: 3/20/08 PSAP: Glastonbury Name: Gondak
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 0954

Number of suspected calls received from suspected single caller: 1 ALT# 911 017 0213

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

F stated baby was playing with the phone

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 1 min

How much time (approximate) did emergency service providers spend on the call(s)? _____

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

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Date: 3/26/08 PSAP: Glastonbury Name: SLUSarczyk
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 0832

Number of suspected calls received from suspected single caller: 1 ALT# 911-006-3699

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/>	(If yes, please explain: <u>911 hang up - before answer</u>)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? < 1 minute

How much time (approximate) did emergency service providers spend on the call(s)?

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Date: 3/26/08 PSAP: #3 GPD Name: Judith ZAIKO
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 20115

Number of suspected calls received from suspected single caller: 1 ALT# 911-804-6452

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 10 seconds

How much time (approximate) did emergency service providers spend on the call(s)? none

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

911 hang up

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Date: 3/29/08 PSAP: Glastonbury Name: Det. Gillon
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 22:41

Number of suspected calls received from suspected single caller: 1 ALT#

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: <u></u>)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? < 1 minute

How much time (approximate) did emergency service providers spend on the call(s)? None

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Date: 4/1/08 PSAP: Glast Name: Judith ZAIKO
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1538

Number of suspected calls received from suspected single caller: 1 ALT# 911-063-6990

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 3 seconds

How much time (approximate) did emergency service providers spend on the call(s)? NONE

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Date: 4/4/08 PSAP: GLASTONBURY Name: Disp Petras
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1629

Number of suspected calls received from suspected single caller: 1 ALT# 911-063-6990

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

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Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 0

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

HANG UP CALL

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PURPOSE: We are gathering information on the number of calls to PSAPs by non-initialized phones. As you may know, the Federal Communications Commission ("FCC") requires the delivery of all wireless (cellular phone) 911 calls to public safety answering points ("PSAPs"), including calls from non-initialized phones. The FCC has stated that PSAPs may work with carriers and law enforcement to block harassing calls from non-initialized phones, but the FCC has not provided any explanation of what qualifies as a "harassing" call or what "blocks" PSAPs may use. The Tennessee Emergency Communications Board has submitted a petition to the FCC for clarification.

DEFINITIONS: For purposes of this form, the following definitions apply:

Non-initialized phone: A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/3/08 PSAP: Glastonbury Name: Slusarczyk
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 08:36

Number of suspected calls received from suspected single caller: 1 ALT# 911-063-6990

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: <u>Long hang-up call</u>)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 21 minute

How much time (approximate) did emergency service providers spend on the call(s)? _____

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

Fax or email all information to:

Jeffrey Vannais- PSAP Representative, Enhanced 9-1-1 Commission
 Fax: 860-610-6294 Email: jvannais@ct-east-hartford.ct.us

Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/5/08 PSAP: Glastonbury Name: Disp. Gillon
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 20:07

Number of suspected calls received from suspected single caller: 1 ALT# _____

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

(1) large truck behind her having a road rage problem.
(2) RT 85 in Bolton toward Hebron
(3) transferred to Troop K

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? ~~14 seconds~~ 14 seconds

How much time (approximate) did emergency service providers spend on the call(s)? don't know call was transferred.

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Non-initialized Cell Phone Call Reporting Form

State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

PURPOSE: We are gathering information on the number of calls to PSAPs by non-initialized phones. As you may know, the Federal Communications Commission ("FCC") requires the delivery of all wireless (cellular phone) 911 calls to public safety answering points ("PSAPs"), including calls from non-initialized phones. The FCC has stated that PSAPs may work with carriers and law enforcement to block harassing calls from non-initialized phones, but the FCC has not provided any explanation of what qualifies as a "harassing" call or what "blocks" PSAPs may use. The Tennessee Emergency Communications Board has submitted a petition to the FCC for clarification.

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4-5-08 PSAP: GLASTONBURY Name: MELDLINS
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 0709 HRS

Number of suspected calls received from suspected single caller: 1 ALT# 911-063-6990

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? _____

How much time (approximate) did emergency service providers spend on the call(s)? _____

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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State of Connecticut PSAP's**

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/22/08 PSAP: Glastonbury Name: Don Petras
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: _____

Number of suspected calls received from suspected single caller: 2 ALT# 911-016-1425

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes _____ No _____	Bogus calls for help?	Yes _____ No _____
Prank call?	Yes _____ No _____	Hang up(s)?	Yes <u>X</u> No _____
Accidental dial?	Yes _____ No _____		
Other?	Yes _____ No _____	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? _____

How much time (approximate) did emergency service providers spend on the call(s)? _____

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

HANG UP CALLS NO COMMUNICATIONS.

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 4/29/08 PSAP: Glastonbury Name: PETRAS
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 19:18, 19:17

Number of suspected calls received from suspected single caller: 2 ALT# 911-063-6990

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? _____

How much time (approximate) did emergency service providers spend on the call(s)? _____

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Date: 4/30/08 PSAP: Colchester Name: Gene Jopeck
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 07:10

Number of suspected calls received from suspected single caller: 2 ALT# 911-063-6990

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/>	(If yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? _____

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Date: 3/14/08 PSAP: Groton Name: Cindy Grant
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1400

Number of suspected calls received from suspected single caller: 2 ALT# 141-8161

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

open line

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 3 min

How much time (approximate) did emergency service providers spend on the call(s)? -

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Date: 3-14-08 PSAP: GROTON CT Name: F. SOCHA
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 2034

Number of suspected calls received from suspected single caller: 1 ALT# 911-004-1560

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 30 sec

How much time (approximate) did emergency service providers spend on the call(s)? none

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 3/15/08 PSAP: GROTON ECC Name: DAVID SMITH
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1101

Number of suspected calls received from suspected single caller: 1 ALT# 911-004-1560

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

CALLER PROVIDED A LOCATION OF TAFTVILLE AND THEN THE CONNECTION WAS LOST.

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? _____

How much time (approximate) did emergency service providers spend on the call(s)? _____

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Non-initialized Cell Phone Call Reporting Form State of Connecticut PSAP's

Use March 15, 2008 through April 30, 2008

PURPOSE: We are gathering information on the number of calls to PSAPs by non-initialized phones. As you may know, the Federal Communications Commission ("FCC") requires the delivery of all wireless (cellular phone) 911 calls to public safety answering points ("PSAPs"), including calls from non-initialized phones. The FCC has stated that PSAPs may work with carriers and law enforcement to block harassing calls from non-initialized phones, but the FCC has not provided any explanation of what qualifies as a "harassing" call or what "blocks" PSAPs may use. The Tennessee Emergency Communications Board has submitted a petition to the FCC for clarification.

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please use this form from 3/15/08 through 4/30/08 to report information about 911 calls originating from non-initialized cellular phones. Please report both legitimate and harassing calls from non-initialized phones. Please attach additional detail or documentation, as needed, particularly for calls that involve extreme criminal intent or extraordinary circumstances.

Date: 3/15/08 PSAP: GROTON ECC Name: DAVID SMITH #45
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1642

Number of suspected calls received from suspected single caller: 1 ALT# 911-121-3960

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

N/A

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? _____

How much time (approximate) did emergency service providers spend on the call(s)? _____

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

Fax or email all information to:

Jeffrey Vannais- PSAP Representative, Enhanced 9-1-1 Commission

Fax: 860-610-6294

Email: jvannais@ci.east-hartford.ct.us

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Date: 3/15/08 PSAP: GROTON Name: MICHAEL PARENTOTH
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1921

Number of suspected calls received from suspected single caller: 1 ALT# 911 064 4560

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

CHILD PLAYING WITH PHONE

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	(If yes, please explain: <u>CHILD ON PHONE</u>)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 2 MIN

How much time (approximate) did emergency service providers spend on the call(s)? 0 MIN

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

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Date: 03/16/08 PSAP: Groton ECC Name: B. Clapsdale
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 0859

Number of suspected calls received from suspected single caller: 1 ALT# _____

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

No contact

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes _____ No _____	Bogus calls for help?	Yes _____ No _____
Prank call?	Yes _____ No _____	Hang up(s)?	Yes _____ No _____
Accidental dial?	Yes _____ No _____		
Other?	Yes _____ No _____	(if yes, please explain: _____)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? 0 → Less than 1 min.

How much time (approximate) did emergency service providers spend on the call(s)? 0

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

Simple hang-up nothing said by caller, unable to re call.

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Date: 3/16/08 PSAP: Groton Name: #126
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1346

Number of suspected calls received from suspected single caller: 1 ALT# _____

For any **legitimate calls** for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

N/A

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes _____ No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes _____ No <input checked="" type="checkbox"/>
Prank call?	Yes _____ No <input checked="" type="checkbox"/>	Hang up(s)?	Yes _____ No <input checked="" type="checkbox"/>
Accidental dial?	Yes _____ No <input checked="" type="checkbox"/>		
Other?	Yes <input checked="" type="checkbox"/> No _____	(If yes, please explain: <u>ABANDONED</u>)	

How much time (approximate) did call takers or dispatchers spend on the call(s)? N/A

How much time (approximate) did emergency service providers spend on the call(s)? N/A

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

N/A

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Date: 3/16/08 PSAP: GROTON Name: #26
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1753

Number of suspected calls received from suspected single caller: 1 ALT# N/A

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

N/A

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the call:

Threatening in nature?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? _____

How much time (approximate) did emergency service providers spend on the call(s)? N/A

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

N/A

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Date: 3/16/08 PSAP: GROTON ECC Name: DAVID SMITH
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 7:38

Number of suspected calls received from suspected single caller: 1 ALT# 911-008-1669

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

N/A

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? _____

How much time (approximate) did emergency service providers spend on the call(s)? _____

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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Date: 3/17/08 PSAP: Groton Name: Gindy Grant
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: 1611

Number of suspected calls received from suspected single caller: 1 ALT# 098 - 4541

For any legitimate calls for help from non-initialized phones, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other?	Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain: _____)		

How much time (approximate) did call takers or dispatchers spend on the call(s)? 15 seconds

How much time (approximate) did emergency service providers spend on the call(s)? —

Please describe harassing calls, providing as much detail as possible for especially aggravated cases. (Please feel free to attach any supporting call information or call narratives.)

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